**SANDHYA ALLURI**

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**System Engineer – Financial Services - 10+ Years**

* 10+ years of experience as a Business Analyst
* 6+ years of experience is Software packaging and Microsoft SCCM
* 8+ years into problem solving, strong teamwork skills along with wide range of experience into Transformation projects
* 6+ years of experience in process automation - Automating MSI and App-V
* 10+ years of experience in architect & design solutions
* 8+ years with exceptional analytical, technical, negotiation and client relationship management skills with ability to relate to people at any level of business and management
* 8+ years in managing a strategic, competitive edge by providing strong, positive leadership and driving excellent performance in the teams, projects and services
* Certified in ITIL intermediate, Scrum Master and Team Khanban Pracctioner

**IT FORTE**

MS Office Suite

Share Point

Service Now

Remedy

Desktop Engineering

Hardening OS (XP, Windows 7 Build & Migration)

Application Packaging

Scripting

App-V

SCCM

Application Performance Analysis

Desktop L3/L4 Ticket RCA

Product Evaluation

Process Explorer

ProcMon

Security Patch Management

Citrix Products XenApp 6.0/6.5

XenDesktop 5.6

**CORE STRENGTHS**

Application Packaging & Deployment

SCCM Technologies

Mac Packaging using JAMF Composer

Agile methodology

Scrum/Kanban Framework

JIRA

Change & Release Management

Technical Support

Requirement Gathering & Analysis

Client Relationship Management

Strategic Planning & Execution

Project Coordination & Execution

Quality Control / Assurance

Resource Management

**EMPLOYMENT CHRONICLE**

Advance Engin

**INVESCO, Hyderabad (Feb’11 – Present)**

**Scrum Master/Business Coordinator :**

* **Incident Management**: Coordinate with Service Desk, IT Support Staff, and Customers to identify and manage Major Incidents to ensure that these are diagnosed and escalated to appropriate and consistent quality standards.
* **Problem Management**: Research the root causes of incidents, provide temporary solutions (workarounds) and develop final solutions for known errors. Engage in proactive problem management by analyzing trends and historical data of incidents and services.
* **Change Coordination Role**: Plan, schedule, coordinate, and manage the end-to-end movement of all Changes through the development lifecycle to live environment.
* Managed different projects and initiatives within the team like Automated tools for Technical Support Services, Application ownership for the business application
* Experience in JIRA & Confluence administration involving creation and management of custom, complex projects, workflows, security schemes, custom fields, dashboards, and reports configurations
* Skilled in maintaining a strategic, competitive edge by providing reliable, positive leadership and driving excellent performance in the teams, projects, and services
* Utilized Agile Scrum practices to help the team increase their velocity by 63% within the first year of Agile adoption
* Facilitated Release Planning, Sprint Planning, Backlog Grooming, and Retrospective meetings(Agile Ceremonies).
* Removed team impediments daily to allow the team to deliver the sprint goals and deliverables.
* Collaborated with members of the Product, Business and Engineering Teams to develop and maintain Product Backlogs
* Conducted meticulous GAP analysis while successfully reengineering key business processes to increase operational efficiency and alignment of business unit objectives
* Facilitated Daily Scrum Meetings and Monthly Reviews meetings. Conducted sprint retrospective and followed up on action items for continuous improvement
* Coached team members on Agile processes and facilitated planning meetings and retrospectives. Maintained task board and produced daily burndown charts.
* Removed impediments and protected team members from interruptions and distractions to maximize productivity. Encouraged and implemented process improvements. Created team-building opportunities.
* Worked closely with Product Owners, coordinating product backlog grooming, and story estimation.
* Determined the team capacity (velocity) from historical data. Created Work Break down structure (user stories) and corresponding activities (tasks).
* Experience in JIRA & Confluence administration involving the creation and management of custom, complex projects, workflows, security schemes, custom fields, dashboards, and reports configurations.

 **Software Packaging and Deployments:**

* Ability to architect & design solutions create plans to execute (roadmap) and build required solutions (end-to-end implementation including hands-on development of the solution)
* Provide Trend Analysis reports of problems or changes being submitted by the Service Desk or Operations to Senior Management
* An effective communicator with exceptional analytical, technical, negotiation and client relationship management skills with the ability to relate to people at any level of business and management
* Creating Package for MAC Environment using JAMF Composer and JAMF Self service portal for deployments
* Microsoft SCCM technical support with advanced knowledge of server and client maintenance, troubleshooting, query writing, and application deployments and Setup deployments including packages, collections, and advertisements on SCCM 2012
* Excellent troubleshooting, problem-solving and strong teamwork skills with proven ability to create custom collections, reports and packages to support users
* Assist in the overseeing of deployments to all test and production environments for all release projects to ensure repeatability
* Build packages using Install Shield as per quality standard specified by the client; customize vendor MSI as per requirements in line with the company's standards
* Review, create and maintain packaging architecture, packaging configuration or operational support documentation required by the Wintel Workplace Packaging team
* Coordinate with clients for requirements related to the project and prepare & generate reports as required by the management on a timely basis
* Implement robust & cost-effective computing environments by exploiting emerging technologies and innovative ideas to provide compelling client solutions to business users.
* Creating Microsoft Installers, transforms, upgrades, patches using repackaging tools like Install Shield and Wise Package Studio, Admin Studio
* Using various tools for Quality Analysis, Monitoring, and troubleshooting like Processmon, Regmon, Filemon, Process Explorer.
* Working with a client on the decommissioning process of the product packages.

**Sr. Systems Executive, COGNIZANT, Hyderabad (Jan’10 – Feb’11)**

**Systems Engineer, UBS, Hyderabad (Aug’09 – Dec’09)**

* Worked on the payroll of Cognizant for UBS as part of Cognizant's acquisition of UBS
* Understood UBS-specific customizations involving the creation of Windows installer files from Legacy setup files, repackaging, troubleshooting various.MSI applications, etc.
* Analyzed and understood application functionality, dependencies, etc., including technical review of the application before starting packaging
* Worked on different environments/client platforms of UBS (IB, WMBB, WMUS, DTP) where every business had its own packaging guidelines and the packages to be created respectively
* Created packages (.MSI) & Transforms (.MST) using Wise Packaging Studio based on requirements and Custom Actions in .MSI packages using VB/Wise scripting; tested.MSI packages in a locked-down environment and troubleshot variously.MSI applications
* Used third-party tools like Filemon, Regmon, Orca, etc., to observe application behavior
* Created Final Report Documentation for packages (.MSI applications) and packages for latest update version for Packages
* Handled applications like Adobe Flash Player, Adobe Shockwave Player, Reflection client, MindAlign, Winzip, UBS specific packages, etc., including lab maintenance of UBS test, physical and VM machines
* Worked on application packaging testing in the UBS environment, including MDP integration, EUP variables, sequencing, assigning packages to application clusters in i-sac, etc.
* Created and customized core applications (Office, Adobe, McAfee, UBS customized applications, etc.) deployed to all UBS desktops (approx 80,000 desktops)

**ACADEMIA, TRAININGS**

* **B Tech in Computer Science Engineering** from JNTU, Hyderabad in 2008
* **ITIL V3 Foundation Certified**
* **ITIL Intermediate Release, Control and Validation Certified**
* **Certified Scrum Master**
* **PMP Trained (35 PDUs earned)**

**PERSONAL DOSSIER**

* **Appreciated** for implementing and Adopting **Agile methodologies** for **Infrastructure teams** andCoached new SM and trained Infra teams, which resulted in the early delivery of the project and reduced process waste caused by a lack of shared understanding and
* Worked with **Senior Management,** **Business & Release Management** to understand the **vision** of the for **2020 strategy**.
* **Next-Gen Women Leaders** awarded by **Hysea**
* **'World Class Customer Experience'**
* **Core team member** for the **Women in Technology** and **Invesco's Women Network** initiatives within Invesco.